

**Minutes of the Meeting of Herstmonceux Patient Participation Group (PPG) at Herstmonceux Integrative Health Cantre (HIHC), 1pm on 7th November 2024**

**Meeting 6 of 2024**

**Attendees:**

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| **Patient Representatives** | **HIHC Representatives** |
| Lesley Droney, Chair  Jo Angear  Jonathon Glass  Lynda Primrose  Kevin Warner | Dr Liz Galloway, Interim Medical Director (on-line)  Mel Ingham, Operations Manager  Maria Graves, Social Prescriber  Casey Slaughter, Pharmacy Technician |

**Chair**: Lesley Droney

**Notetaker**: Lynda Primrose

1. **Apologies –** were received from Jim & Kitty Bond, Lynn Bowman, Regan Delf, Paul Frost, Sarah Rose
2. **Maria Graves, Social Prescriber**

Maria was welcomed to the meeting and described her role as follows:

* Maria works at HIHC for 17 ½ hours a week and sees patients (over 50s) referred by the Clinicians or Receptionists.
* She sees the patients for social issues over a 12 week period. She introduces them to clubs or other social activities.
* Her background was working for Older Peoples Services so has had experience helping patients to apply for benefits, lifeline, key boxes, OT assessments, fire risk assessments etc, all of which she can assist HIHC patients with.
* She often visits people in their own homes if they are happy with that .
* She had been involved with a pilot for RoBo pets which was very successful, involving one patient in Herstmonceux and they were able to keep the RoBo pet.
* Cuts in funding for local adult services could mean that there could be a greater demand for Social Prescribers.

Lesley gave Maria a list of the activities currently provided by Vitality Villages and particularly referred her to the Community Garden at the allotment. Maria said she would discuss this with Janet McInnes.

Discussion took place on the village walks which were on hold at the moment and Maria offered to discuss this with Steve or Janet. **Action: Maria**

1. **Casey Slaughter – Pharmacy Technician**

Casey was welcomed to the meeting. She had recently returned to work after Maternity Leave and works 3 days a week. She would be attending the PPG meeting on a regular basis.

1. **Minutes of the last meeting on 12th September 2024** – These were agreed to be accurate.
2. **Matters arising**
3. **Newsletter** – Mel reported that she had gathered together various articles from Dr Galloway and other staff to go in the next newsletter and was ready to meet with Lynda in December. **Action: Lynda/Mel to book a date**
4. **PPG Flyer –** copies of the final flyers were tabled. These had been distributed around the village. Mel was asked if the Flyer could be put in New Patient Information Packs. Mel reported they were in the process of updating the booklet which goes in these packs, and this would be included with that.

**Action: Mel**

1. **ACCURX On-Line Consultations –** This facility had gone live during first week of October. Patients had been sent a text informing them of this; also PPG volunteers had handed out guidance at the Flu Clinic.

Dr Galloway and Dr Anstead were co-ordinating, triaging and acting on these. So far many complements had been received on the speed of response and no negative reports had been received. It had already resulted in fewer telephone calls to the surgery. Mondays were the busiest, with an average of 20 – 30 on-line consultations received in the morning. A total of 357 had been received in the first month.

In response to a question on what was planned if things became too busy for them, Dr Galloway reported they would then delegate to other practitioners/admin staff as appropriate. They also planned to train other staff.

At the moment it was only available between 8am and 5pm. Dr Galloway reported they were not ready to increase this as they didn’t want to overwhelm the doctors in these early days. Lynda reported that when a patient attempts to use the facility out of these hours, it currently just says that it is not available which can be confusing. Dr Galloway agreed to change this to state that it is only available between 8am-5pm. **Action: Dr Galloway**

1. **Number of patients not using on-line repeat prescription requests** – Mel reported that 484 patients regularly requested repeat prescriptions on-line. Unfortunately, it was not possible to easily calculate how many people did not use the on-line facility.
2. **Data Protection –** members present were asked to sign a Data Protection statement confirming that they were happy to share their email address within the PPG Group.

Discussion took place on how patients could be asked if they would be happy to receive texts or emails from the PPG. For example, to notify them of the date of the AGM**. Action: Mel to consider**

1. **PPG Annual General Meeting**

Lesley tabled a list of items discussed at an AGM working group which comprised Kevin, Lynda, Regan and herself. Discussion took place as follows:

* It was agreed that the AGM would be held on Thursday 10th April, 6.30 – 7.30pm in the Village Hall. Note: subsequent to these minutes the date was changed to Wednesday 2nd April.
* Jo suggested the PPG should book the Small Hall which holds approx. 60 people and had access to the kitchen.
* Mel agreed that Dom could have a look at the IT provision in case needed.
* Dr Galloway confirmed she would be happy to give an update on the surgery/IC24.
* Mel confirmed it should be possible for the Surgery (IC24) to fund the booking fee of £55 and refreshments (tea, coffee and biscuits).
* If no other method was possible, Mel hoped she would be able to send out a text on behalf of the PPG, notifying patients of the AGM
* Maria and Casey offered to spread the word

**Actions: Lynda to book the Small Hall in the Village Hall .**

**Mel to provide Lynda with Elaine Wakeman’s contact details to see if she or a member of her team could provide an overview of the NHS App.**

1. **Staff and Practice Update / Friends & Family Survey / Flu, Covid & RSV clinics**
2. **Staff Update -** Mel reported as follows:

* Casey Slaughter, Pharmacy Technician, was back from her maternity leave. She would be working Tuesdays, Wednesdays and Thursdays.
* Jorgeana Lass, the Clinical Pharmacist, would be working Monday, Wednesdays and Fridays. She would be invited to a future PPG meeting.
* Debbie had started in Reception and was undergoing training. There was now a full team.
* Poppy was their new Mental Health Coordinator. She saw patients at HIHC on Friday mornings.
* GPs – the surgery was not advertising for a new GP yet (to replace Dr Anderson). However, a planning meeting was to take place shortly.
* Dr Kumar was a regular locum on Fridays, covering Dr Anderson’s clinic. Some patients were specifically asking to see him for follow up appointments
* Dr Onyett was their other regular locum
* Dr Galloway was coming to HIHC to run a gynae clinic the following week
* Lizzie had been promoted to Interim Clinical Nurse, covering the two Brighton surgeries as well as HIHC. She was also able to see ladies who particularly wanted to see a woman about a gynae issue.
* A new nurse would be starting on 19th November.
* IC24 were being very supportive

1. **Friends and Family Survey (texts sent to patients after appointments)**: Members had been sent the results of the October survey**.** A total of 200 responses were received, broken down as follows:

Very Good 151 (75.5%)

Good 31 (15.5%)

Neither good nor poor 8 (4%)

Poor 6 (3%)

Very poor 4 (2%)

Mel reported they were carrying out an analysis of the ‘poors’ and ‘very poors’. Unfortunately, the checking-in system did not always work properly which had caused confusion. This was switched off at the time of the meeting. A decision needed to be made on whether to continue with it as Microsoft are not renewing licenses for Windows 10. PPG members expressed concern that this would put a lot of pressure on receptionists, and patients could end up checking in late as they had been standing in a queue at reception.

1. **Covid/Flu/RSV Clinics:**

**Covid -** Mel reported that uptake for the three Covid clinics at Uckfield had been good.

**Flu** – Mel thanked the PPG volunteers who had helped out at the clinic. Unfortunately, uptake had been poor and they anticipated some vaccination waste at the end of the season. Dr Galloway reported there had been 18000 deaths from flu in the UK over the last two years so she was going to send a personal text/email/letter to every eligible patient to encourage them to book in for their vaccination.

**RSV** (**Respiratory syncytial virus) -** Patients aged between 75 and 79 were being invited to book an appointment. The surgery was on schedule with these vaccinations.

1. **Park Run –** Mel had asked the PPG whether they were interested in starting a Park Run. However, Jo reported that the village was planning to hold a regular “Rec Run”, round the playing field. They were waiting for a running track to be put around it. Members therefore agreed it would be best to wait for that.
2. **Feedback from High Weald PPG meeting** – No feedback had been received.
3. **Any Other Business –** Mel reported that their EVAC chair had arrived. This was required in case a disabled patient had to be taken downstairs in the event of a fire. Staff training would take place on 16th December.
4. **Date of next meeting:** Thursday 23rd January 2025, **12.30 – 2.00 pm. Please note earlier start time as Mel has another meeting at 2.30pm**

Next Agenda : HIHC budget pressures after the Labour Government’s autumn budget

Jai Jatta, IC24’s Sustainability Lead, to be invited to the meeting